

SOPHIA B. LIU, PH.D.

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U.S. Geological Survey
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PROFESSIONAL PROFILE

Crisis and heritage informatics professional with 10 years of interdisciplinary research experience examining social and behavioral uses of information and communication technology, namely social media, for historic crises and disasters. Information specialist and social media historian/futurist with expertise in online forms of socially-distributed curation. Awarded a National Science Foundation (NSF) Graduate Research Fellowship in May 2006 and a United States Geological Survey (USGS) Mendenhall Research Fellowship in June 2011.

RESEARCH INTERESTS AND EXPERTISE

Interdisciplinary Background: Social science (geography, sociology, communication, journalism); Computer science (human-centered computing, science and technology studies, information science); Hazards and disaster research (crisis informatics, crisis mapping, sociology and cultural anthropology of disasters); Digital media arts

Human-Centered Computing: human-computer interaction (HCI); computer-supported cooperative work (CSCW); information science; social computing; computer-mediated communication; sociotechnical systems; social media; Web 2.0; web mashups; geospatial web; neogeography; crowdsourcing

Crisis Informatics: Integrating technical, social & informational aspects of crisis; conducting Quick Response Research; collecting social media metrics for over 100 historic crises; crisis mapping via spatiotemporal interfaces

Heritage Informatics: Linking digital memory research to digital heritage research; reframing heritage as social action; bridging art and science using the concept of curation; offering a “socially-distributed curation” framework

Research Methods: Ethnographic methods; virtual methods; participatory design; cultural probes; reflective design; value-sensitive design; social media metrics; analysis of large datasets through data visualizations

EDUCATION

University of Colorado at Boulder (CU-Boulder) (August 2005 – May 2011)

Doctor of Philosophy (Ph.D.): *Technology, Media and Society* interdisciplinary program

Alliance for Technology, Learning and Society (ATLAS) Institute

Graduate Advisor: Professor Leysia Palen, Department of Computer Science

Committee: Ken Anderson, Gerhard Fischer, Elisa Giaccardi, and Diane Sieber

Dissertation Title: “Grassroots Heritage: A Multi-Method Investigation of How Social Media Sustains the Living Heritage of Historic Crises”

University of California at Irvine (UC-Irvine) (September 2000 – September 2004)

Bachelors of Arts (B.A.): *Social Science* major specializing in *Research and Analytical Methods*

Double Minors: *Information and Computer Science*; *Digital Arts*

Honors Thesis: “You’ve Got IM: Instantaneous Communication Among University Students”

University of Sussex, UK (September 2003 – June 2004)

Education Abroad Program (EAP): Took courses in Geography and Cultural Studies

FELLOWSHIPS, AWARDS, AND HONORS

U.S. Geological Survey Mendenhall Postdoctoral Research Fellowship (November 2011 – October 2013)

Awarded a USGS Mendenhall Postdoctoral Research Fellowship awarded in June 2011

Research proposal entitled “Integrating Official and Crowdsourced Geographic Information Following Disasters: A Case Study of the 2010 Haiti Earthquake”

National Science Foundation Graduate Research Fellowship (June 2007 – June 2010)

Awarded the National Science Foundation (NSF) Graduate Research Fellowship in May 2006

Research proposal entitled “Public Expressions: Peer-to-Peer Communications in Response to Crises”

Best Student Paper Award for Information Systems for Crisis Response and Management Conference (May 2008)

Received the Mike Meleshkin Award for Best Student Paper tied for three co-authored papers (see Publications list)

University of California at Irvine (September 2000 – June 2004)

Graduated with a *Magna Cum Laude* award and on the *Dean’s Honor List* for all quarters at UC-Irvine

Accepted into the *Social Sciences Honors Program* and the *Undergraduate Research Opportunities Program* (UROP)

PROFESSIONAL RESEARCH EXPERIENCE

Project EPIC and Connectivity Lab at University of Colorado, Boulder (January 2007 – May 2011)

Graduate Research Assistant for Professor Leysia Palen conducting research in the area of Crisis Informatics
Funded by an NSF Career Grant on *Data in Disaster: Socio-technical Change in Response Agency and Public Communications* & a multi-disciplinary, multi-university and multi-lingual \$2.8M NSF Grant on *Widescale Computer-Mediated Communication in Crisis Response: Roles, Trust & Accuracy in the Social Distribution of Information*

Natural Hazards Center at University of Colorado, Boulder (August 2005 – December 2006)

Graduate Research Assistant at the Natural Hazards Center for Professor Kathleen Tierney's \$12.5 M NSF Grant on *Responding to Crises and Unexpected Events – Information Technology Research (RESCUE-ITR)* project working with computer scientists, engineers, social scientists & disaster experts on tech innovations for crisis response

IBM Almaden Research Center, San Jose, CA (June 2005 – August 2005)

Summer Intern for Dr. John Tang at the User Sciences and Experience Research (USER) group collecting field data on computer-mediated interaction among distributed teams using screen-recording software

University of California at Irvine (June 2003 – August 2003)

Undergraduate Research Assistant for Professor Paul Dourish at the School of Information and Computer Sciences
Conducted research on the use of instant messaging and conducted ethnographic research in a medical setting

PROFESSIONAL WORKSHOPS, SEMINARS, AND SUMMER SCHOOLS ATTENDED

Heritage Matters CHI Workshop (May 2012)

Co-organizing "Heritage Matters: Designing for Current and Future Values Through Digital and Social Technologies"
Workshop at the Human Factors in Computing (CHI) Conference with Elisa Giaccardi and Elizabeth Churchill

Mapping Democracy: Technology, Social Change, and Web 2.0 Conference, Boulder, CO (September 8, 2011)

Attended conference organized by Joe Bryan at University of Colorado at Boulder

Visualizing and Communicating Disaster Professional Seminar (August – December 2010)

Invited to participate in the Visual Arts / Visual Science seminar, moderated by Professor Diane Sieber
Participants included CU faculty and graduate students in arts, humanities, engineering, and social and natural science

Third Summer Research Institute for the Science of Sociotechnical Systems, Stevenson, WA (June 13 – 17, 2010)

Invited to participate in the Consortium for the Science of Sociotechnical Systems (CSST) Research Institute

NSF Communicating Science: Tools for Scientists and Engineers Workshop, Boulder, CO (April 29, 2010)

Attended workshop hosted by American Association for the Advancement of Science (AAAS) and National Science Foundation (NSF) at University Corporation for Atmospheric Research (UCAR), Boulder, CO

NSF Cyberinfrastructure Resources Workshop, Boulder, CO (October 17, 2007)

Invited to a workshop for National Science Foundation (NSF) Graduate Research Fellows that took place on the Access Grid at the National Center for Atmospheric Research (NCAR), Boulder, CO

First ISCRAM-TIEMS Summer School, Tilburg, Netherlands (June 14 – 22, 2006)

Attended the first Information Systems for Crisis Response and Management – The International Emergency Management Society (ISCRAM-TIEMS) Summer School at Tilburg University

2006 Workshop on Customized Information Dissemination for Real-Time Seismic Alerts (May 26, 2006)

Organized and attended a workshop for engineers, earth scientists, social scientists, computer scientists, policy experts, private organizations and potential consumers of earthquake alerts to discuss the technological and social issues of rapid information dissemination of seismic alerts in the greater Los Angeles, California area

2006 Annual Flood Exercise in Boulder, CO (April 18, 2006)

Invited to participate in the City of Boulder's annual flood exercise at the CU-Boulder's Emergency Operation Center (EOC) demonstrating the sources of data used by local responders to make decisions about flood risk

TEACHING EXPERIENCE

Instructor for Technology, Arts and Media (TAM) at the ATLAS Institute (May 2011 – July 2011)

Social Media for Social Change During Crises undergraduate level course

Teaching Assistant in Computer Science (January 2011 – May 2011)

Human Computer Interaction: Survey and Synthesis graduate level course taught by Professor Leysia Palen

Co-Leading ATLAS PhD Seminar (January 2011 – May 2011)

PUBLICATIONS

DISSERTATION

Liu, Sophia B. (2011). **Grassroots Heritage: A Multi-Method Investigation of How Social Media Sustain the Living Heritage of Historic Crises**. PhD Dissertation, University of Colorado at Boulder.

REFEREED JOURNAL ARTICLES

Liu, Sophia B. and Leysia Palen. (2010). **The New Cartographers: Crisis Map Mashups and the Emergence of Neogeographic Practice**. *Cartography and Geographic Information Science (CaGIS) Journal*, Special Issue: New Directions in Hazards and Disaster Research, 37 (1), pp. 69-90.

Palen, Leysia, Sarah Vieweg, Sophia B. Liu, and Amanda Hughes. (2009). **Crisis in a Networked World: Features of Computer-Mediated Communication in the April 16, 2007 Virginia Tech Event**. *Social Science Computer Review*, Special Issue: e-Social Science, Sage, 27 (4), pp. 467-480.

Palen, Leysia, Starr Roxanne Hiltz, and Sophia B. Liu (2007). **Online Forums Supporting Grassroots Participation in Emergency Preparedness and Response**. *Communications of the Association of Computing Machinery (CACM)*, 50 (3), pp. 54-58.

HIGHLY COMPETITIVE CONFERENCE PUBLICATIONS, REVIEWED IN FULL

Palen, Leysia and Sophia B. Liu (2007). **Citizen Communications in Crisis: Anticipating a Future of ICT-Supported Participation**. *Proceedings of the 25th ACM Conference on Human Factors in Computing Systems (CHI 2007)*, San Jose, CA, pp. 727-736. (25% acceptance rate)

Tang, John, Sophia B. Liu, Michael Muller, James Lin, and Clemens Drews. (2006). **Unobtrusive but Invasive: Using Screen Recording to Collect Field Data on Computer-Mediated Interaction**. *Proceedings of the 20th ACM Conference on Computer-Supported Cooperative Work (CSCW 2006)*, Banff, Alberta, Canada, pp. 479-482. (20% acceptance rate)

OTHER REFEREED CONFERENCE PUBLICATIONS, REVIEWED IN FULL

Liu, Sophia B. and Brad King. (2010). **The Search for Meaning in Distributed Story Streams**. Presented at the *Popular Culture Association / American Culture Association National Conference (PCA/ACA 2010)*, Memory and Representation subject area, St. Louis, MO. (10 pages).

Liu, Sophia B. and Leysia Palen. (2009). **Spatiotemporal Mashups: A Survey of Current Tools to Inform Next Generation Crisis Support Tools**. *Proceedings of the 6th International Conference on Information Systems for Crisis Response and Management (ISCRAM 2009)*, J. Landgren & S. Jul (Eds.), Gothenburg, Sweden. (Online proceedings, 12 pages).

Liu, Sophia B., Leysia Palen, Jeannette Sutton, Amanda Hughes, and Sarah Vieweg. (2008). **In Search of the Bigger Picture: The Emergent Role of On-Line Photo Sharing in Times of Disaster**. *Proceedings of the 5th International Conference on Information Systems for Crisis Response and Management (ISCRAM 2008)*, Washington, DC, pp. 140-149. ****Tied for Best Student Paper award****

Hughes, Amanda L., Leysia Palen, Jeannette Sutton, Sophia B. Liu, and Sarah Vieweg. (2008). **"Site-Seeing" in Disaster: An Examination of On-Line Social Convergence**. *Proceedings of the 5th International Conference on Information Systems for Crisis Response and Management (ISCRAM 2008)*, Washington, DC, pp. 324-333. ****Tied for Best Student Paper award****

Vieweg, Sarah, Leysia Palen, Sophia B. Liu, Amanda Hughes, Sarah Vieweg, and Jeannette Sutton. (2008). **Collective Intelligence in Disaster: Examination of the Phenomenon in the Aftermath of the 2007 Virginia Tech Shootings**. *Proceedings of the 5th International Conference on Information Systems for Crisis Response and Management (ISCRAM 2008)*, Washington, DC, pp. 44-54. ****Tied for Best Student Paper award****

Palen, Leysia, Sarah Vieweg, Jeannette Sutton, Sophia B. Liu, and Amanda Hughes. (2007). **Crisis Informatics: Studying Crisis in a Networked World**. *Proceedings of the 3rd International Conference on E-Social Science*, Ann Arbor, MI, Oct 7-9, 2007. (Online proceedings; 10 pages)

Bevc, Christine A., Carter T. Butts, Benjamin E. Lind, Sophia B. Liu, Miruna Petrescu-Prahova, Jeannette Sutton, and Kathleen Tierney. (2006). **Predictors of Dyadic Interaction in Emergent Multiorganizational Networks Following the World Trade Center Attacks**. Paper presented at the *XXVI International Sunbelt Social Network Conference of the International Network for Social Network Analysis*, Vancouver, Canada.

INVITED ONLINE JOURNAL ARTICLE

Liu, Sophia B. (2010). **Trends in Distributed Curatorial Technology to Manage Data in a Networked World.** *UPGRADE Journal: 2010 - Emerging Information Technologies (II)*, Vol XI, Num 3, pp. 18-24.

BOOK CHAPTERS

Liu, Sophia B. and Jen Ziemke. (2012). **From Cultures of Participation to the Rise of Crisis Mapping in a Networked World.** In Aaron Delwiche and Jennifer Henderson (Eds.), *The Routledge Handbook of Participatory Cultures*, New York: Routledge, pp. 251-273.

Liu, Sophia B. (2012). **Socially Distributed Curation of the Bhopal Disaster: A Case of Grassroots Heritage in the Crisis Context.** In Elisa Giaccardi (Ed.), *Heritage and Social Media: Understanding and Experiencing Heritage in a Participatory Culture*, Cambridge, UK: Routledge.

Liu, Sophia B., Leysia Palen, and Elisa Giaccardi. (2011). **Heritage Matters in Crisis Informatics: How Information and Communication Technology Can Support Legacies of Crisis Events.** In Christine Hagar (Ed.), *Crisis Information Management: Communication and Technologies*, Cambridge, UK: Woodhead Publishing Limited.

Starbird, Kate, Leysia Palen, Sophia B. Liu, and others. (2011). **Promoting Structured Data in Citizen Communications During Disaster Response: An Account of Strategies for Diffusion of the ‘Tweak the Tweet’ Syntax.** In Christine Hagar (Ed.), *Crisis Information Management: Communication and Technologies*, Cambridge, UK: Woodhead Publishing Limited.

Liu, Sophia B., Leysia Palen, Jeannette Sutton, Amanda Hughes, and Sarah Vieweg. (2009). **Citizen Photojournalism During Crisis Events.** In Stuart Allan and Einar Thorsen (Eds.), *Citizen Journalism: Global Perspectives*, New York: Peter Lang, pp. 43-64.

MAGAZINE ARTICLES

Liu, Sophia B., Anahi Ayala Iacucci and Patrick Meier. (2010). **Ushahidi Haiti and Chile: Next Generation Crisis Mapping.** *American Congress on Surveying and Mapping (ACSM) Bulletin*, August, pp. 10-13.

Liu, Sophia B. and Anahi Ayala Iacucci. (2010). **Crisis Map Mashups in a Participatory Age.** *American Congress on Surveying and Mapping (ACSM) Bulletin*, June, pp. 10-14.

DOCTORAL CONSORTIUM PAPERS, SHORT TALKS AND ARTICLES, WORKSHOP PAPERS, POSTERS

Liu, Sophia B. (2011). **Grassroots Heritage: Investigating the Narratives and Socially-Distributed Curatorial Activities of Historic Crises in the Social Media Landscape.** Presented at the *International Research Committee on Disasters (IRCD) Researchers Meeting* in conjunction with the *36th Annual Natural Hazards Research and Applications Workshop*, Broomfield, CO.

Liu, Sophia B. (2011). **Digital Commemoration: Surveying the Social Media Revival of Historical Crises.** *Proceedings of the 29th ACM SIGCHI Conference Extended Abstracts on Human Factors in Computing Systems for Student Research Competition (CHI EA 2011)*, Vancouver, Canada. **(33% acceptance rate)**

Liu, Sophia B. (2010). **Crisis Culture Curation.** Presented at the 2nd Annual International Conference on Crisis Mapping (ICCM 2010). Ignite talk: <http://bit.ly/CrisisCultureCuration>

Liu, Sophia B. (2010). **The Rise of Curated Crisis Content.** *Proceedings of the 7th International Information Systems for Crisis Response and Management (ISCRAM 2010) Conference*, Seattle, WA.
(5-page short paper: <http://scr.bi/CuratedCrisisContent>; Video: <http://bit.ly/CurationVimeo>).

Liu, Sophia B. (2010). **Grassroots Heritage in the Crisis Context: A Social Media Probes Approach to Studying Heritage in a Participatory Age.** *Proceedings of the 28th ACM SIGCHI Conference Extended Abstracts on Human Factors in Computing Systems Doctoral Consortium (CHI EA 2010)*, Atlanta, Georgia, pp. 2975-2978. **(26% acceptance rate)**

Liu, Sophia B. (2010). **The Emerging Ethics of Studying Social Media Use with a Heritage Twist.** “Revisiting Research Ethics in the Facebook Era: Challenges in Emerging CSCW Research.” Workshop at the *ACM Conference on Computer-Supported Cooperative Work (CSCW 2010)*, Savannah, GA.

Liu, Sophia B. (2010). **The Living Heritage in the Age of Social Media.** “Death and the Digital” Workshop at the *ACM Conference on Computer-Supported Cooperative Work (CSCW 2010)*, Savannah, GA.

Liu, Sophia B. (2009). **Drawing Inspiration from Spatiotemporal Crisis Mashups for the Hazards Community.** Presented at the *6th International Research Committee on Disasters (IRCD) Researchers Meeting*, Broomfield, CO.

- Liu, Sophia B. (2009). **Informing the Design of Next Generation Social Media to Support Crisis-Related Grassroots Heritage**. *Proceedings of the 6th International Information Systems for Crisis Response and Management (ISCRAM 2009) Doctoral Consortium*, Gothenburg, Sweden.
- Liu, Sophia B. (2008). **Grassroots Heritage: Designing Social Media to Support Civic Curation**. “Tinkering, Tailoring, & Mashing: The Social and Collaborative Practices of the Read-Write Web” Workshop at the *Conference on Computer-Supported Cooperative Work (CSCW 2008)*, San Diego, CA.
- Liu, Sophia B. (2008). **On-Line Photo Sharing in Times of Disaster: Going from Study to Design**. Presented at the *First Colorado Celebration of Women in Computing (CCWIC)*, Boulder, CO.
- Sutton, Jeannette, Leysia Palen, and Sophia B. Liu. (2007). **Studying Disaster in a Networked World: How Expanding Scale, Technology & Attention Challenge Empirical Study**. Presented at the *4th Hazards and Disasters Researchers Meeting (HDRM)*, Broomfield, CO.
- Bevc, Christine A., Carter T. Butts, Ben Lind, Sophia B. Liu, Miruna Petrescu-Prahova, Lorian Jasny, Jeannette Sutton, and Kathleen Tierney. (2006). **Emergent Multiorganizational Networks following the World Trade Center Attacks**. Poster presented at the *Annual All-Hands Meeting of Responding to Crises and Unexpected Events – Information Technology Research (RESCUE-ITR)*, San Diego, CA.

INVITED TALKS AND GUEST LECTURES

- Technology4Good BarCamp, Broomfield, CO** (November 16, 2010)
Invited talk entitled “Crisis Technology Communities in Action”
Technology4Good BarCamp held in conjunction with Defrag 2010 Conference on data deluge
- Second Annual International Conference on Crisis Mapping (ICCM), Cambridge, MA** (October 1, 2010)
Invited Ignite talk entitled “Crisis Culture Curation” [YouTube Video available at: <http://bit.ly/CrisisCultureCuration>]
Invited to present at the Tech & Analysis Fair on “Crisis Map Mashups”
- IBM Watson Research Center, Cambridge, MA** (September 30, 2010)
Invited talk entitled “Digital Heritage 2.0 and the Emergence of Socially-Distributed Curation”
Presentation for the Collaborative User Experience (CUE) Group hosted by Dr. Michael Muller
- Thirty-Fifth Annual Natural Hazards Research & Application Workshop, Broomfield, CO** (July 10-13, 2010)
Invited panelists for the “The Tubes are Clogged: Disaster Messages via Social Media” panel
Facilitated the Gender and Disasters Roundtable
- Software Engineering Undergraduate Course, Colorado School of Mines Golden, CO** (April 21, 2010)
Guest lecture entitled “ICTs and Social Media in Critical Environments” for the Introduction to Software Engineering undergraduate course at Colorado School of Mines
- The County Administrative Board of Västra Götaland, Gothenburg, Sweden** (May 18, 2009)
Invited talk entitled “ICTs and Social Media in Critical Environments”
Public Information Officers from four municipalities across Sweden attended to learn more about how official emergency organizations in Sweden can incorporate social media in disaster management
- National Science and Technology Center for Disaster Reduction (NCDR) Taipei, Taiwan** (December 19, 2007)
Invited talk entitled “Emerging Uses of Social Media During Mass Emergencies”
Presentation for the Director of NCDR, Dr. Liang-Chun Chen
- ATLAS Institute Undergraduate Course, Boulder, CO** (October 19, 2006)
Guest lecture entitled “Citizens’ Media in Disasters” for the ATLAS Institute’s Meaning of Information Technology undergraduate course at University of Colorado at Boulder
- Department of Communication, Boulder, CO** (October 19, 2006)
Guest lecture entitled “Integrating ICT-Supported Public Communication and Participation for Crisis Response” for undergraduate communication course at University of Colorado at Boulder

PROFESSIONAL SERVICE AND OUTREACH ACTIVITIES

- Assistance for #boulderfire Tweetup** (November 5, 2010)
Our team at Project EPIC organized a Tweetup regarding the Fourmile Fire in Boulder, CO
- Student Representative and ISCRAM Live Chair for the ISCRAM 2010 Conference** (May 2 – 5, 2010)
Invited to be on the Program Committee for the Information Systems for Crisis Response and Management (ISCRAM) Conference in 2010 as a Student Representative and the ISCRAM Live Chair to facilitate conference-related social media activities for the ISCRAM Live website; Co-organizer of the ISCRAM Doctoral Colloquium

Facilitator for the 42nd High School Honors Institute (July 26 – 27, 2010)

Led a Crisis Informatics session for high school students at CU-Boulder College of Engineering and Applied Science

Docent for Dialog:City (August 22 – 29, 2008)

Dialog:City was a contemporary art, design, and technology exhibition catalyzing civic engagement across the greater Denver metro area during the 2008 Democratic National Convention

Invited Notetaker for the Human Factors in Computing System CHI 2006 Workshop (April 22 – 23, 2006)

Documented the discussions at the “About face interface: Creative engagement in the new media arts and HCI” Human Factors in Computing Systems CHI 2006 workshop in Montréal, Canada

Invited Recorder for 31st Annual Natural Hazards Research and Applications Workshop (July 9 – 12, 2006)

Recorder for “A Critical Look at the Incident Command System (ICS) and Contemplating Alternatives” session

Student Volunteer for Conferences (2006 – 2010)

International Conference on Crisis Mapping (ICCM) 2010
Information Systems for Crisis Response and Management (ISCRAM) 2008
Colorado Celebration of Women in Computing (CCWIC) 2008
Natural Hazards Research and Applications Workshop 2006 and 2007
Computer-Supported Cooperative Work (CSCW) 2006

Conference Paper Reviewer (2008 – Present)

International Journal of Mass Emergencies and Disasters (IJMED) 2011
Human Factors in Computing Systems (CHI) 2009, 2010, and 2011
Computer-Supported Cooperative Work (CSCW) 2009 and 2011
Information Systems for Crisis Response and Management (ISCRAM) 2008, 2009, and 2010
iConference 2010
Advanced Visual Interfaces 2009

INTERNAL AND EXTERNAL CONSULTING

Social Media Consultant for Climate Communication (November 2010 – Present)

Advising Susan Joy Hassol, a climate change communicator, using social media for climate communication projects

Chief Information Architect for Tartoosh Environmental, LLC, Boulder, CO (July 2009 – Present)

Advising Robert J. Martin, J.D. (previously the National Ombudsman for Environmental Protection Agency (EPA))
An environmental consulting company rebuilding sustainable tribal communities

Technology Consultant for US Gender & Disaster Resilience Alliance, Boulder, CO (June 2009 – Present)

Advising Dr. Elaine Enarson on the US Gender and Disaster Resilience Alliance (GDRA) website

Social Media Consultant for Staff at University of Colorado, Boulder, CO (February – June 2010)

Advised staff in Office of Media Relations & News Services on social media use (February 18, 2010)
Advised Professor Peter McGraw in the Business School on social media use (April 21, 2010)
Advised staff in the Department of Housing and Dining on social media use (June 2, 2010)

CONFERENCES ATTENDED

International Conference on Crisis Mapping (ICCM): 2010 (Boston, MA) and 2011 (Geneva, Switzerland)

Human Factors in Computing Systems (CHI): 2005 (Portland, OR); 2006 (Montréal, Canada) 2007 (San Jose, CA);
2010 (Atlanta, GA); 2011 (Vancouver, Canada)

Information Systems for Crisis Response and Management (ISCRAM): 2008 (Washington DC);
2009 (Gothenburg, Sweden); 2010 (Seattle, WA)

Natural Hazards Research & Application Workshop (Hazards Workshop): 2006, 2007 (Boulder, CO);
2008, 2009, 2010, 2011 (Broomfield, CO)

Computer-Supported Cooperative Work (CSCW): 2004 (Chicago, IL); 2006 (Banff, Canada); 2008 (San Diego, CA);
2009 (Savannah, GA)

Colorado Celebration of Women in Computing (CCWIC): 2008 (Boulder, CO)

E-Social Science: 2007 (Ann Arbor, MI)

International Symposium on Advanced Radio Technologies (ISART): 2006, 2010 (Boulder, CO)

Conference on World Affairs (CWA): 2006, 2007, 2008, 2009, 2010 (CU-Boulder, CO)

Local Colorado Bioneers: 2006, 2007, 2008, 2009, 2010 (CU-Boulder, CO)

MEDIA INTERVIEWS

KGNU's How on Earth Radio Show – “The New Technology of Tweeting and How They are Helping in the Haitian Emergency” (January 26, 2010)
Colorado Daily – “CU-Boulder Grad Students Improve Haiti Communication through Twitter” (January 21, 2010)
Denver Channel ABC 7 News – “CU Students Author New Twitter Language For Disaster Relief” (January 20, 2010)
Homeland Security Today – “Social Media Opens Communications for Terrorists and Victims” (May 20, 2009)
US News & World Report – University of Colorado at Boulder ad campaign “Redefining the Graduate Experience” (March 2009)
WXII 12 News – “Could Twitter, Facebook Save Lives?: Social Media Sites Change Disaster Management Policies” (March 10, 2009)
Denver Channel ABC 7 News – “Researchers: Social Networking Sites Critical in Disaster Situations – Emergency Managers Urged to Embrace Facebook, Twitter” (March 9, 2009)
CUEngineering 2009 Magazine for the College of Engineering and Applied Science
Cover Story on “Disaster 2.0—Emergency Response in the Age of Social Media” (Number 26, Spring 2009)

TECHNICAL SKILLS

Communication skills in social networking technologies, proficient in social media and emerging media applications; interpersonal skills; socio-cultural analyst; historical and futurist perspectives.
Experience conducting crisis-related Quick Response Research on-site (i.e., a week after 2007 Virginia Tech school shooting) and on-line (i.e., 2007 VT shooting, 2010 Haiti and Chile earthquakes, 2010 BP oil spill, 2009 & 2010 Boulder Fires).
Interaction design, user interface design skills, experience conducting usability testing, visual design skills, photo/videographer.
Experience with Facebook, Twitter, YouTube, Flickr, Delicious, Ushahidi, Google Maps, LinkedIn, Skype, Ning.
Ruby, Java, C++, HTML, Photoshop, Microsoft Word/Excel/Powerpoint, EndNote.
Typing speed: 70 words per minute.

LANGUAGES

English (native speaker), Spanish and Chinese (conversant).

CITIZENSHIP

United States Citizen

REFERENCES

Leysia Palen: Associate Professor, Department of Computer Science; palen@colorado.edu; 303-492-3902 (work)
Gerhard Fischer: Professor, Department of Computer Science; gerhard@colorado.edu; 303-492-1592 (work)
Kenneth Anderson: Associate Professor, Department of Computer Science; kena@cs.colorado.edu; 303-492-6003 (work)
Diane Sieber: Director & Associate Professor, Herbst Program of Humanities for Engineers, Diane.Sieber@colorado.edu, 303-492-6399 (work)

Note: Contact all references via Email first to determine the best number to call